

Grievance Mechanism for the Code of Sustainable Procurement

Translated guidelines in multiple languages are available via QR code.

What is the Whistleblowing Section?

- A contact point where anyone can report non-compliance or concerns regarding the Code of Sustainable Procurement at the Expo 2025 Osaka, Kansai, Japan
- The Whistleblowing Section will accept reports of non-compliance with the Code of Sustainable Procurement and take necessary actions to resolve the issues, including facilitating dialogue between parties

■ Whistleblowing Section Opening Period: ~ Until December 31, 2025

■ Scope of this whistleblowing channel:

Non-compliance or suspected non-compliance with the Code of Sustainable Procurement regarding goods, services and licensed products procured by the Organiser of the World Expo 2025. (including those procured by sponsors, management bodies of pavilion organisers and others in connection with the Expo).

■ Languages Accepted: Japanese, English, French ※Subsequent communications will be in Japanese and English

Contact us

Reports can be submitted by email or mail

※The whistleblowing form is available on the following website.

E-mail Address: [grievance\(at\)suscode.expo2025.or.jp](mailto:grievance(at)suscode.expo2025.or.jp)

※Replace (at) with @ when sending e-mails

Mailing Address: 〒559-0034

大阪市住之江区南港北1丁目14-16 大阪府咲洲庁舎

公益社団法人2025年日本国際博覧会協会 企画局 持続可能性部

※Information required on the whistleblowing form:

- The whistleblower's name (your name), address, and contact information (possibly be anonymous to the reported party)
- The reported party (company or individual) and the details of non-compliance
- The goods, services, and licensed products procured by the Organiser of the World Expo 2025

The outline and status of the report processing will be posted on the Organiser of the World Expo 2025's website. If you do not wish for your information to be disclosed, please indicate so in the report form

For more details, please refer to the Organiser of the World Expo 2025's "Code of Sustainable Procurement" website
<https://www.expo2025.or.jp/overview/sustainability/sus-code/>

The information about this brochure is available in multiple languages on the website
(English・Français・Tiếng Việt・ไทย・Español・Português・简体中文・繁體中文)

